

**Message: Re: Case file review**

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**✉ Re: Case file review**

**From** Laura Griggs  
**To** Kraft, Emily  
**Cc**  
**Journal Recipients** Emily.Kraft@oa.mo.gov  
**Date** Friday, January 27, 2017 7:51 AM

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Ok thank you!

Laura

**From:** Kraft, Emily  
**Sent:** Friday, January 27, 2017 7:42:42 AM  
**To:** Laura Griggs  
**Subject:** RE: Case file review

Hi Laura,

Given that the new contract won't have been in effect a full month, and not all clients may have been entered into the new data system yet, I won't make you submit a case file review until the June 15<sup>th</sup> date. It can be as simple as an email describing which client files were reviewed, which case manager serves that client, any deficiencies that were found, and how you plan to correct any deficiencies that were found. For example:

**Client:** [REDACTED]  
**Case manager:** Tina Jacobs  
**Case file deficiencies:** Client delivered on 12/14/16, but the client's birthing outcome has not yet been entered. All other records required by 2.4.1 are present in the case file.  
**Corrective action:** Case manager has been notified of the deficiency and will be entering this data. A follow-up check will be completed by 2/28/17 to ensure the data is entered.

**Client:** [REDACTED]  
**Case manager:** Jerri Jones  
**Case file deficiencies:** None. All records required by 2.4.1 are present in the case file.  
**Corrective action:** N/A

**Client:** [REDACTED]  
**Case manager:** Cheryl Loeb  
**Case file deficiencies:** Records indicate client received rental assistance for November 2016, but no receipt is present. All other records required by 2.4.1 are present in the case file.  
**Corrective action:** Case manager has been notified of the deficiency and has requested a copy of the rent check from Accounting. A follow-up check will be completed by 2/28/17 to ensure the copy is entered into the case file.

If you have any additional questions, please let me know.

Thanks,

**Emily Kraft***Alternatives to Abortion Program Manager**Truman Building, Room 430**Jefferson City, MO 65102**Phone: (573) 522-0003*

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**From:** Laura Griggs [mailto:treasurer@faithmaternity.com]**Sent:** Thursday, January 26, 2017 4:23 PM**To:** Kraft, Emily**Subject:** Case file review

Hi Emily -

No rush on this, I just wanted to email you while I was going through the contract and getting things ready for the new contract...2.4.3 says that we have to submit a casefile review summary Feb 15. Just wanted to check if it would be from the new contract start date (Feb 1) or a different time period? And then if that was something that we submit on the A2A website or via mail/fax/scan and email.

Thank you!

Laura